Animal Control Officer

Date Rcvd	#1	#2	#	3 #4	()	#5	#6	#7	7 #8	Visit Notice	Explain	Citation	Explain	Comments
12/31/201	5	5	ŧ	5		5	5	5	5	. 🔲 '				Frank, Anthony
Total Sur	veys	; -		1						Rating				
Average Q	uest	ion	1		5					5=Outstanding 4=Good 3=Satisfactory				
Average Q	nest	ion :	2		5					2=Improvement	Needed			
Average Q	uest	ion	3		5					I=Unsatisfactor	у			•
Average Q	uest	ion	4		5					•				
Average Q	uest	ion	5		5					Questions		-		
Average Q	uest	ion ·	6		5							(ACO) treated mow I can comply		
Average Q	uest	ion	7		5) was informative		ilitoi iaws.
Average Q					5					4. The ACO pro5. The ACO ans6. The ACO (an contacts.7. The ACO pro community.	ovided individus wered my quest d office staff if omptly responde	al attention to my tions both clearly applicable) responded and to my request	vissues. y and professiona onded promptly t for assistance wi	ally. to my questions, phone calls and other th an animal at my home or in the nal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit

0

% Total Notice of Visit

0%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation

0

% Total Receive Citation

Building Services General

Date Rcvd	Permit Number	Counter Service	Bldg Plan Review	Permitting Process	Building Services General Comments:
12/31/2010					
12/31/2010		5			Very helpful in direction and documentation. Bill Van 813-355-6141
12/31/2010	BD2010-7083	5	5	5	Thank you Kelly for your help! Excellent service as always. Heather
12/31/2010	-	5	5	5	
12/31/2010	BD2010-7564	5	5	5	Great job
12/31/2010	BD2010-7387	5 .	. 5	5	
12/31/2010	BD2010-7343-45	5	5	5	Friendly, happy, helpful employees! Congratulations.
12/31/2010		5	5	5	Great service/oy Schleman
12/31/2010	BD2010-7798	5	5	5	Pleasant process - great people.

Total Permits 5

Average Counter Service

Average Bldg Plan Review 5

Average Permitting Process 5

5=Excellent

4=Good

3=Expected 2=Fair

1=Poor

Inspections 2 Survey Results By Date Range

Date Revd Pe	rmit Number	Mechanical	Electrical	Plumbing	Building	General	Comments:
12/31/2010	BD20107306				5		Thank, Tom and Kelly
12/31/2010	EL2010-1497		5,				Thank you Martha for the exceptional service! P Myers
12/31/2010		5	5	5	5	5	
12/31/2010		5	5	. 5	5	5	

Average Mechanical 5

Average Electrical 5

Average Plumbing 5

Average Building 5

Average General 5

Mosquito Control by Date Range

ate Rcvd	Location	Initial Contact (Customer Service Resp	onse Time	Effectiveness of Service	MC Comments:
2/2/2010		5.	5	5	5 .	
2/3/2010		5	5	5	5	Thank you, J Comis
					, -	CW 11-03
2/9/2010	12531 CR 681, Webster, FL	5	5	5	5	Your serviceman made every effort to control mosquitos here. The
						back of my property is swampy. He did an excellent job all season. Thank God for his help FPS CW 11-08
2/9/2010	913 Legion Ave, Wildwood	5	5	5	4	
2/13/2010	2515 SW 77th Rd, Bushnell	5	5		5	Our mosquito spraying service has been such a blessing and the men are very concientious. CE 11-03
2/20/2010	Bushnell	5	5	5	5	
2/20/2010	Bushnell	5	5	5	4	
2/20/2010	Bushnell	5	5	5.	4	
2/22/2010	Bushnell	4	4	4	4	ROEF 19 11 10
2/22/2010	Bushnell	5	5	5	5	RDEF 13 11 10
2/22/2010	Bushnell	5	5	5	5	ROEF 11 11 10
2/22/2010		5	5	5	5	ROEF 09 11 10
2/22/2010	Bushnell	5	5	5	5	ROEF 05 11 10
2/28/2010	Bushnell	5	5	5	5	
Total Surv	eys 14					
verage Initia	al Contact	4.9	5=Excellent			
verage Cust	omer Service	4.9	4=Good 3=Expected			
verage Resp	onse Time	4.9	2=Fair 1=Poor			
verage Effe	ctiveness of Service	4.7	1 1001			

Parks and Recreation by Date Range

Date Rcvd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P R Comments:
12/3/2010	Lake Pan Recreation	5	.	. 5	5 ;	Very good, we will use again.
*					·	MO 11-18
12/3/2010	Lake Pan Recreation		5	4	4	We had to clean-up stuff all over the floor and tables and there was garbage piled all inside. But other than that, it was good MO 11-15
12/6/2010	Lake Pan Recreation	5	5	5	5	I thought the building was great. It smelled good.
						MO11-14
12/7/2010	Royal	5	5	5	5	a very good job. ED 11-22-10 F305
12/7/2010	Royal	5	5	5	5	This person who does the job for the person keep everything cleaned up community building. Its their very best ED 11-25-10 F#05
12/7/2010	Royal	5	5	· _, 5	5	an excellent job with community. Ed 11-21-10 F #05
12/8/2010	Sumterville Comm Bld	5	5	. 5	5	
12/8/2010	Lake Pan Recreation	5	. 5	5		Carpet was not vacuumed. Vacuum on site performed poorly, probably contributing to statement! Other renter had all the tables and was not hapy we were there
	•					MO 11-3
12/9/2010	Lake Pan Recreation	5	5	5	5	Excellent work need more of it. ED 11-4-5 B#01
12/8/2010	Lake Pan Recreation	5	5	5	5	
12/9/2010	Lake Pan Recreation	. 5	5	5	5	
12/9/2010	Lake Pan Recreation	. 5	5	5	5	ED 11-5-5 B#01
12/8/2010	Lake Miona	5 .	5	5	- 5	Clean park, great staff.
12/8/2010	Lake Okahumpka	5	5	. 5	5	Nice park and playground.
12/8/2010	Lake Okahumpka	5	5	-4	5	Like the trails.
			<u> </u>			

Date Rcvd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P R Comments:
12/13/2010	Royal	5	5	5	5	Doing a very good job ED11-25-10 FM 05
12/13/2010	Lake Pan Recreation	5	5	5	5	
12/16/2010	Lake Pan Community	5	5	5	5	
12/20/2010	Lake Okahumpka	4	4	4	4	For the money the Co, has the men do a very good job Thank you RH & BH ED 16-12 - #04
12/20/2010	Lake Okahumpka	. 5	. 5 *	5	5	Chip and Genny are keeping the park excellent. Grent job! ED 11-12 #03
12/20/2010	Lake Okahumpka		5		5	Thank you for the nice boat ramp and allowing duck hunting on Lake Okahumpka. Places are getting harder and harder to find - good Duck opportunities. Thanks again ED2-12 #01
12/20/2010	Lake Okahumpka	. 5	5		5	Best park around - come bi- weekly to walk dog 5 days a week. Clean - well kept. Vic Freuz Ed20-12 #04
12/20/2010	Lake Pan Recreation	4		5	5	The Lake Pan Rec Center is all very clean. The persons that keep up the center deserve a raise. Thank you County for great employees that work in Sunter County.
12/28/2010	Lake Pan Recreation	5	5	5	5	I would especially commend Josh for his good work - Bob Ruminger ED10-12#02
12/28/2010	Lake Okahumpka	5	5	5	5	Great guys - great park!
12/15/2010	Marsh Bend "Outlet"	4	4	4	5	Wonderful improvements. Keep it up Patty Crisp 1050 CR 482 Dr, Lake Panasoffkee, 33538 ED11-2-5, B#01
12/15/2010	Lake Pan Recreation	5	5	5	5	Carla is always very helpful and accomodating when we have reserved the Recreation Building. The Recreation Building is always clean and we are very fortunate to have access to such fine facilities. Jakee Tammy Sorby

Total Surveys 27

Average Initial Contact	4.9	5=Excellent
Average Customer Service	4.9	4=Good 3=Expected
Average Scheduling	4.8	2=Fair 1=Poor
Average Setun/Cleanliness	4.9	1 1 001

Road and Bridge by Date Range

Date Revd	Request Date	Location	Initial Contact	Service	Response	QualityWork	R/B Comments:
12/2/2010	11/15/2010	CR635	5	5	5	5	Our road looks 150% better since the crew trimmed and cleaned up the right of way. Great job!! FC11-12
12/2/2010	11/8/2010	CR635 8529 Crosby	5	5	5	5	Crew was very professional - respectful of home-owners, courteous of traffic and didn't block road. Cut everything they should have and cleaned up all brush they cut! Best job done in years!! No complaints at all: LC
							FC11-10
12/8/2010	·	8165 CR635, Bushnell	5	5	4	5	FC 11-06
12/10/2010	6/1/2010	206 S Main Street, Bushnell	4	5	5	5	I have always had a prompt response from both City office and field crew - Thanks FC10-25

Total Surveys 4

Average Initial Contact	4.8	
Average Customer Service	5	5=Excellent 4=Good
Average Response Times	4.8	3=Expected 2=Fair
Average Quality of Work	5	1=Poor

Solid Waste by Date Range

Date Received	Day Visited	Initial Contact	Customer Servic	e Site Appearance	Recycling Options	Solid Waste Comments:
12/9/2010	12/7/2010		4	4	4	I think things were better before they were like they are now. You could put your recycle things before you went to get rid of thrash. Also, like the window before you drove in, it was easier to ge to CDA 12-7
12/10/2010	12/1/2010	. 2	4	3	2	Cost is unfair and service is slow. Please consider using scale again.
						CDA 12-38
12/10/2010	12/8/2010	5	5	5 .	5	Never been in a dump site as clean and good people. Thanks CDA 12-13
12/10/2010	12/6/2010	. 4	4	4	3	CDA 12-1
12/13/2010		4	4	4 '	4	CDA 12-5
12/13/2010	12/6/2010	4	4	2	. 1	Why install new scales if not to be used? Need to put recycling back where they were. An empty building - not to be used! Whose idea was this? CDA 12-4
12/13/2010	12/10/2010	5	5	5	5	With my low income, I am glad to have this facility to go to Helen Poust P 11-18
12/13/2010	12/10/2010	5	5	5	5	P 12-9
12/13/2010		3	3	4	. 2	I take my garbage to site - I pay one years pass and take (3) bags per week. P 12-11
12/13/2010	12/1/2010	5	5	5	5	Please to have it - Juanita P. Snyder P12-18
12/13/2010		5	. 5	. 4	4	The best, friendliest, people I've ever met. Hang on to them, they are a rare breed Pqw-4
12/13/2010		5	5	5	5	The men are polite, helpful P11-1
12/13/2010	12/7/2010	5	5	2	1	I don't think it is fair to the citizens to initally get charged 8.00/yard for garbage then get charged again for electronics, tires, batteries. What a waste to spend \$95,000 on scale and not use them. Poor, poor budgeting CDA 12-11
12/15/2010	· · · · · ·	. 5	.5	5	5 .	P 11-6
12/15/2010	12/6/2010	. 5	5	5	5	CDA 12-2
<u> </u>	121012010	. 3		9 [/	U , ,	
12/15/2010		5	5	5	. 5	P 11-13

Date Received	Day Visited	Initial Contact	Customer Service	e Site Appearance	Recycling Options	Solid Waste Comments:
12/15/2010	12/10/2010	3	2	4	4	go back to the way it was
			•		· · · · · · · · · · · · · · · · · · ·	P 12-7
12/15/2010	12/6/2010	5	5	4	4	Move recyle ins to be more in path of vehicles in and out instead of off in
•						upper section. P11
12/16/2010	12/14/2010	3	4	1	4 .	Bring back large dumsters P12-21
12/17/2010	11/24/2010	4	4	. 4	4	P11-16
12/20/2010		1	1	4	1 ·	Location of recyling is poor, lines at entrance is poor. I see more trash along side of the road and I believe this is do to changes at the dump CDA 12-20
12/20/2010		5	5	5	5	Need to keep open for locals P12-15
12/20/2010						
12/20/2010		. 4	4	4	5	P12-17
12/20/2010	12/13/2010	4	3	4	2	Disposing of household waste has become a slower process P12-19
12/20/2010	12/10/2010	4	4	4	4	P12-13
12/20/2010	12/14/2010	4	4	4.	4	I cannot understand how someone can make a decission to only accept residence trash. I am sure by only accepting residence trash will not pay the cost to operate even continue this operation. Why? P12-5
12/12/2010		5	5	4	5	P 11-4
12/22/2010		5	4	2	1	Need recycle drop sites around county P11-19
12/22/2010	12/14/2010	5	5 ·	. 4	4 ·	P11-12
12/28/2010		. 5	5	4	4	Great service - great personnel - always pleasant - grada A+
						P11-2
12/30/2010	12/22/2010	4	4	4	4	P11-7
12/30/2010		. 4	4	3	3	P11-20
12/30/2010	12/22/2010	5	5	4	3	P11-3

Total Surveys 34		
Average Initial Contact	4.3	5=Excellent
Average Customer Service	4.3	4=Good 3=Expected
Average Site Appearance	3.9	2=Fair
Average Recycling Options	3,7	1=Poor

Housing Applicant

Date Rcvd #1 #2 #3 #4 #5 #6 #7 #8 #9 Staff Help You* Explain:

If Not** If Not Explain:

Comments

12/7/2010 5 5 5 5 5 5 5 5 5 5	☑
Total Surveys 1	Rating
Average Question 1 5	5=Outstanding 4=Good 3=Satisfactory
Average Question 2 5 Average Question 3 5	2=Improvement Needed 1=Unsatisfactory
Average Question 4 5 Average Question 5 5	Questions
Average Question 6 5 Average Question 7 5	 Housing staff treated me with respect and courtesy. The application process was easy and understandable. Housing staff provided individual attention to my issues.
Average Question 8 5	 Housing staff responded promptly to my questions, phone calls and other contacts.
Average Question 9 5 Was Housing staff able to help you? (Check indicates Yes)	5. Housing staff answered my questions both clearly and professionally.6. Housing staff thoroughly explained the paperwork I signed (if applicable).7. Clear documentation was provided to me regarding the conditions of the agreement (if applicable).8. The Housing office is conveniently located.
Total Yes 1 % Yes Staff Help You 100%	9. Rate your overall satisfaction with your experience with Housing Department.

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance. 1

Library on Wheels 1-5

Use For NaneofThes Socialize Study/Mork AdultProgra TeenProgra ChildProgra LiseCompute Magazines Magazines MusicCbs AudioBooks AudioBooks Books Not Regular (Umonth Liweek 1-3/week	r #3 #3 Con	nment # 4 Comm # 4 No	ent # 5 # 5 Comment
12/2/2010	3	V	3
12/30/201	3 I love books	reading I have been using the on Wheel	Llibrary
12/30/201	2		3
12/30/201	. 2		3

ate Royd	####	Use For #3 #3 Comment # # # 4 Comment	# 5 # 5 Commen
dioBooks. oks t. Resular. Umonth week 3/week	wspapers Ds	(Yes (Yes) No (Yes (Yes (Yes (Yes) No (Yes (
Total Surveys 4			
1. How often do you	visit the	e library?	
Total One to three times	1	Percent Total Surveys 25%	
Total At least once	2	Percent Total Surveys 50%	
Total Less than once	0	Percent Total Surveys 0%	
Total Not on regular basis	·	Percent Total Surveys 25%	
2. Which services do	you fro	equently use at the library? (Check all that apply)	
Total Books	4	Percent Total Surveys 100%	•
Total Audio Books	0	Percent Total Surveys 0%	
Total Music CDs	0	Percent Total Surveys 0%	
Total DVDs	1 .	Percent Total Surveys 25%	
Total Newspapers	0	Percent Total Surveys 0%	
Total Magazines	1 .	Percent Total Surveys 25%	
Fotal Use Computer	0	Percent Total Surveys 0%	
lotal Attend Child Program	ms 0	Percent Total Surveys 0%	
Fotal Attend Teen Program	ns 0	Percent Total Surveys 0%	
Fotal Attend Adult Progra	ms 0	Percent Total Surveys 0%	
Total Study or Work Space	e 0	Percent Total Surveys 0%	
Total Socialize	0	Percent Total Surveys 0%	
Fotal None of these	0	Percent Total Surveys 0%	2

etc.)

Average # 3 2.5

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

75% Total Question 4 Yes Percent Total Surveys Total Question 4 No Percent Total Surveys 0% 0% Total Question 4 Not Look Today Percent Total Surveys

5. The library staff was responsive to my needs.

Average #5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library On Wheels 6-10

Date Revel 6 Compute	8Comment Computers Furniture Cleanlines Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
12/2/2010	3 3 3 3	☐ ☑ ☑ ☐ ☐ ☑ Keep library on wheels open all yearl
12/30/201	2 2 2 2	✓ ☐ ☐ ☐ ☐ ✓ I enjoy the Library on Wheels. They get me the books I order. I can read a book in 4 days. So I would like a book one a week.
12/30/201	3 3 3	☐ ☑ ☑ ☐ ☐ ☑ Great to have access right at the park.
12/30/201	3 3 3	

Date Revidence of Compute of Comp	8Comment Computers Furniture Cleanlines Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male

Total Surveys 4

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys	0%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	0	Percent Total Surveys	0%
Total #6 None of These Programs	3	Percent Total Surveys	75%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	0	Percent Total Surveys	0%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	25%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.75	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	2.75	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2.75	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2.5	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	1	Percent Total Surveys 25%
4	Total Female	3	Percent Total Surveys 75%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0.	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	4 .	Percent Total Surveys 100%

Villages Library 1-5

Date Reva	Use For	# 3 #	3 Comment	# # # # 4 Comment	# 5	\$ 5 Comment
-	Use For NoneofThes Sociality Sociality AdultProgra TeenProgra ChildProgra ChildProgra LiseCompute Magazines Mewspapers DIDS MusicCDs AudioBooks Books Not Regular < 1 Imonth 1 Iweek 1 - 3/week			Not Loo No		·
12/10/201		. 3			3	
12/10/201	Only to obta	ain O	the library is		3	
	DOOKS		woefully unstocked with books			
12/10/201		3			3	
12/10/201		3			. 3	
12/10/201		. 2	Accessed to a company of the second contract		3	
12/10/201	Book reservations and loan of books	5	Would like quicker turn arund on new realeased books		3	
12/10/201		2		V	3	-
12/10/201		3	-		0	· · · · · · · · · · · · · · · · · · ·
12/10/201		3	Though I would love a mystery section		3	Jill was terrific
12/10/201		3	117 100 104/4/4/100		. 3	• .
12/10/201		. 1	The collection is limited		0	
12/10/201		3			- 3	
12/10/201		2			3	On several occasions when I requested assistance
12/10/201		2			3	
12/10/201		3			3	Outstanding staff- always strive to
						meet/exceed your needs.
12/10/201		3			3	Staff very courteous and helpful
12/10/201		2		$ \mathbf{V} \square$	3	
12/10/201		3		V	. 3	

Date Revd S B E E E E E E E E E E E E E E E E E E	# 3 # 3 Comment	# # # # 4 Comment	# 5 # 5 Comment
Use For NoneofThes. Socialize Study Work Adult Progra TeenDrogra Child Progra Lise Compute Magazines Newsonders DVD Not Regular Simonth 11 Week Not Regular Simonth		# 4 Comment # 4 No # 4 No	
12/10/201	. 3		3
12/10/201	2		3
12/10/201	3		3
12/10/201	3		3
12/10/201	Ž		3
12/10/201	2		3
12/10/201	3 .		3
12/10/201	Would like to see more craft magazines		3
12/10/201	3		3
12/10/201	0		3
12/10/201	2	☑ □□	3
12/10/201	2		3
12/10/201	3		3
12/10/201	3		3
12/10/201	2		3
12/10/201	Do not use for that		3
12/10/201	3	V	. 3
12/10/201	3		3 .
12/10/201	3 .		3
12/10/201	2 Need more new books		3
12/10/201	3		2
12/10/201	3 The library is wonderful!		3
12/10/201	3		3

Date Revd S BANDER E BER E BE Use For	# 3 #	3 Comment	# 4	# 4 Comment	# 5	# 5 Comment
Vise For NaneofThes Socialize Study/Work AdultProgra ChildProgra	-		Not Loo No Yes			
12/10/201	3	More current DVD's would be nice			3	Too much staff social chatter in what should be a quiet place
12/10/201 WIFI access	0				3	
12/10/201	3				3	
12/10/201	3				3	
12/10/201	3			The state of the s	3	
12/10/201	2				2	1 Page 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1
12/10/201	3				3	· ,
12/10/201	. 2	N			2	
12/10/201	2		\square		3	
12/10/201 V VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	3				3	and the second of the second of the second
12/10/201	3		V		3 ੍	·
12/10/201	1	not enough		,	3	
12/10/201	3				3	- (A) (1) (A) (1) (A) (1) (A) (1) (A) (A) (A) (A) (A) (A) (A) (A) (A) (A
12/10/201	3				3	The staff is wonderful
12/10/201	2				3	1
12/10/201	3				3 _	
12/10/201	3 -				3	
12/10/201	2	· ·		~ 0	3	Source and New York Control of Advances
12/10/201	1	Not enough NEW books, No			3 ,	
	•	enuogh copies of very popular books (#06 on a reserve list!)				
12/10/201 VVVV Books	3				3	
12/10/201	3				3	
12/10/201	3	A STATE OF THE STA			3	
12/10/201	3	-			3	

Date Reva	Use For Social Social Shidy Adultie Childe	# 3 #	3 Comment	# # # # 4 Comment	# 5	# 5 Comment
	NoneofThes Socialize Socialize Socialize Shidv/Work AdultBroara TeenBroara ChildBroara ChildBroara Masscanes Nones NotReaular (1/month 1/week	•		Not Loo No		
12/10/201		2	,		3	
12/10/201		3			3	
12/10/201		3			3	
12/10/201	I need to use at library	3	(The Staff) they are always helpful		3	I always request books and have questions - they are wonderful to me.
12/10/201		3	All staff are knowledgeable - efficient and friendly. I love coming to the library (I use to buy all my books)		3	
12/10/201		3			3	
12/10/201		3			3	
12/10/201		1	Need more new books		3	
12/10/201		3		☑ □	3	
12/10/201		3			3	•
12/10/201		3	·		3	
12/10/201		3			3	
12/10/201		3	- The state of the		3	
12/10/201		3			3	

Date Reval 1 5 A B B B B B B B B B B B B B B B B B B	For #3 #3 Comment	# # # # 4 Comment	# 5 # 5 Comment
neot day) day) nilip no nilip		No.	•
The re-	,		

Total Surveys 78

1. How often do you visit the library?

Total One to three times	16	Percent Total Surveys	21%
Total At least once	41.	Percent Total Surveys	53%
Total Less than once	9	Percent Total Surveys .	12%
Total Not on regular basis	9	Percent Total Surveys	12%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	73		Percent Total Surveys	94%	
Total Audio Books	11		Percent Total Surveys	14%	
Total Music CDs	3		Percent Total Surveys	4%	
Total DVDs	18		Percent Total Surveys	23%	
Total Newspapers	7		Percent Total Surveys	9%	
Total Magazines	8		Percent Total Surveys	10%	
Total Use Computer	17		Percent Total Surveys	22%	
Total Attend Child Progra	ims .	1	Percent Total Surv	eys	1%
Total Attend Teen Progra	ms .	1	Percent Total Surv	eys	1%
Total Attend Adult Progra	ams	4	Percent Total Surv	eys	5%
Total Study or Work Space	ce	3	Percent Total Surv	eys	4%
Total Socialize		1	Percent Total Surv	eys	1%
Total None of these		3	Percent Total Surv	eys	4%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.49

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	71	Percent Total Surveys	91%
Total Question 4 No	1	Percent Total Surveys	1%
Total Question 4 Not Look Today	1	Percent Total Surveys	1%

5. The library staff was responsive to my needs.

Average # 5 2.88

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Villages Library 6-10

70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther Comment	Size	Cleanlines	Furniture	Computers	8Comment	56+ 40-55 25-39 18-24 Under 18 Female Male	Additional comment
12/10/201]	3	3	3	3	.•		Library staff always polite, courteous and very helpful.
12/10/201		1	3	1	0	There's a need for more shelving and stocking of books. Too many people to use it and too few books - The donated books should be entered in the system - other than sold by F of L!! The library needs expansion.		I'm happy that we have the libirary here but it needs expansion, more books and shelving. Personnel is very helpful, courteous, etc.
12/10/201)	3	3	3	0	ехранзіон.		and the second second
12/10/201		0	3	3	2			Value Line user - Question of whether subscription has been discontinued - no issues since September. It's a valuabe resource - if \$ = a problem consider on line subscription.
12/10/201]	2	3	2	2			. •
12/10/201]	2	3	3	0	:		I enjoy the Library. Hope it doesn't close once new Library (Sumter) opens. The staff at Beleveder are great! Judy Peck
12/10/201	<u>'</u>	1	3	2	2			
12/10/201]	3	3	3	3			
12/10/201		3	3	3	2			Jill was so very helpful in getting my book (misshelved by mistake somehow) and checking it out
12/10/201)	2	3	2	1			CS was very helpful and kind. Thank you
12/10/201)	. 1	2	2	· 2	Space seems small but matches collection		Only been here a month

Date Revo	6None 6Adult 6Comput 6Teen 6Summer 6Child	70ther 7Comp 7Adult 7Teen 7Child	70ther Comment	Size	Clear	Furniture	Comp	8Comment	Male	Female	Under	25-39	40-5	56+	Additional comment
	6None 6Adult 6Compute 6Cen 6Teen 6Summer 6Spild	Other Compute Adult Teen Child			Cleanlines	ture	Computers			le	4 r 18	9	ળ		
12/10/201				2	3	3	. 0			V				V	
12/10/201				1	3	3	. 1	We are encountering a growing population. If not now, there will come a time when library expansion will be inevitable. Something to think about shortly.							I am of the firm opinion that the library and staff are professional, and helpful at all times. Since my first purchase here, I have experienced nothing but knowledgeable librarians there to help, under
				-	***********										sometimes trying conditions. Comtemplation of future expansion should at least be studied in accordance with population.
12/10/201				3	3	3	3		V					V	Keep up the good work.
12/10/201				3	3	2	2	. ·		V	·			V	You are a truly unique staff - you enjoy your professional life! Smiles abound - rare in today's workplace. Thanks for your outstanding customer service.
12/10/201			None	3	3	3	3		V					✓	My wife and I enjoy the library and feel the staff is accomodating, courteous and friendly.
12/10/201			en e	2	3	2	2		V					V	I make extensive use of the Internet portion for library access/reserve books/check out book due dates.
12/10/201				2	3	3	2			\checkmark	V			✓	
12/10/201				2	2	2	2			V				V	-
12/10/201				1	2	2	2		Image: square of the point of	V				V	
12/10/201				3	3	3	3			V	V			V	
12/10/201				3	3	3	3			V				V	This library is very efficient. The people are always very helpful. I am very happy they are here in The Villages. Terry Soone

Date Revo	6A 6C 6S 6S 6Q	6None	777777	70ther Comment	Size	Cle	Fur	Cor	8Comment	Male	Fen	Unc	18-	25-39	40-	26+	Additional comment
	6Adult 6Compute 6Teen 6Summer 6Child	one	70ther 7Compute 7Adult 7Teen 7Child		0	Cleanlines	Furniture	Computers		'e	Female	Under 18	.24	.39	55		
12/10/201					2	3	3	2		•						✓	
12/10/201					1	,2	1	2			V					Ý	Wished library was larger with
					٠												comfortable seating. New library
	-													٠			by RT 44 is too far to use. This library has so few non- fiction material.
12/10/201					2	3	3	0			✓					V	
12/10/201		V			2	2	2	2			V					V	
12/10/201					3	3	3	0		V						✓	Order all books online which is an outstanding service!
12/10/201				A research area	1	3	3	1	Okay except no lace for research materials - need reference						_ {	✓	
12/10/201				<i></i>	2	0	n	0	section badly	П	V	· ·	П			V	I'd like to see more
-					-		_										audio books.
12/10/201		V			2	3	3	0			✓					✓	
.12/10/201				444 1 mm	0	0	0	0			[.] [].					
12/10/201				I just check out books	3		3	3	·								Everyone I have come in contact with has been very pleasant and very helpful. I am extremely pleased. I wish we had one in Marion County Section of The Villages
12/10/201		V			2	3	3	0	Would like more large pritn books		✓					V	
12/10/201		V			3	3	3	3			V	· 🗸				V	
12/10/201		V.			3	3	2	2			V	V				V	I would like to be able to request a
•																	book, not in the data base, online to be put on the inter library loan or to be bought.
12/10/201		✓ [1	-3	2	0			V	· 🗸				V	
12/10/201	ÖDDD	☑ [3	3	2	2		·	V	1 🗸				V	
12/10/201		<u> </u>			1	3	3	0			V	7				✓	

Date Rev	d60 8	67	6C	8N 8N		77	74	22	70	70	Othe	r C	om	men	ıt	Size	Cle	Fu	5	8	8Comment	Male	Fez	Una	18-	25	40-	56+	Ada	litional comment
	Schild	6Teen	6Compute	6None	aria	Teen	Adult	7Compute	70ther							e	Cleanlines	Furniture	Computers			le	Female	Under 18	-24	-39	-55			
12/10/201	ı 🗆 🗆			Į) . [<u></u>][][]	•			-		2	3	3		2		V] [][V	be	ould like to see etter selection nore) movies.
12/10/201	i 🗆 [][][][][]						3	3	3		3	a *		V]	
12/10/201				ÍV	<u> </u>][][][] []						1	2	2		2			V	Y] [ם כ		<u></u>	a'	ne criticism - I put "hold" on a book
÷		-																											to	nd was number"1" get it.: After 2 onths - I spoke to
																													fol	e Librarian who und out it was last
4			,																										an	necked out in 2007 and never returned - oesn't your
																													со геј	mputer print out ports of overdue
																													do	ooks so you can o a F/U in a timely
																													sh	anner? If not, you lould find a estem that does
								•																					su	ich a report.
12/10/201				V	} [][][]						2	2	2		1	Sometimes there is an hour		V	'] [⅃℄	.	lib	n glad to have rary service. We
																					wait for computer use								av	e computer to roid home connect nce we are part-
											,																		tin	ne residents aiting to make the
	C						<u>.</u>		1														_	1.		<u> </u>				al move from CA.
12/10/201		J L			} L	JL 5-	JL	J L.	J L	J 							0			0] <u></u>] L	J L	J L] 	Ange you that
12/10/201]L			. L] L] [3			2										
12/10/201][[✓	L		J L_	J∟] [<u></u>						1	2	2		2		Ш	Y		<u>ا</u> ا	J L.	J L	V		lad you will open a gger library!
12/10/201				ا د][]			•		•	3	3	3		3	•		V	<u>'</u>				V		ne staff is cellent. Everyone
																												-	is go	so pleasant and out of their way
							•																	-					to re	accommodate a quest. Thanks to
12/10/201					 1 Г		 1_	1	 1 Ē	1				•		^	2	2	-	_	-		Į.	·] [v	1 [11	11		all	the other libraries
12/10/201		_] [_	السال	(. L.		JL			J						v	_	_		U	•	لـــا .ن	L¥	J (.*.	J 1			_	ľv	e used in other aces. Let you
																													ch bo	eck out regular ooks for 30 days
																			-										for	nd new releases r 2 weeks. I think
			•	:																. •				٠					re	ou need to change gular check-outs 1 month (4 weeks)
12/10/201] [][][] [v]						1	3	3	150 %	 2			V	·][Talonal (4 weeks)
12/10/201) [] (] [][][3][<u></u>] v		sh you had more cent novels.
12/10/201) 🗆 (] [][]		•				3	3	3		3		V] [] [][][

Date Revd 6 Teen 6 Teen 6 Summer 6 Child 6 Child	omment Size	Cleanlines	Furniture	Computers	8Comment	Male	18-24 Under 18 Female	56+ 40-55 25-39	Additional comment
12/10/201	3	3	3	3		V			keep up the good work guys.
12/10/201	3	3	3	3	,				the magazine room is much too cold to read magazines in that room.
12/10/201	1	3	1	1	not enough chairs for sitting and reading				I would participate in #7's programs if I knew about them. However, I've never read anywhere about any of the Library's programs.
12/10/201	3	3	3	3		V			
12/10/201	2	3	3	2					Everytime we are in The Villages we come daily (we are seasonal residents) This library is wonderful. I like to come at the end of the day - when the high school students are here - they are a lot of fun to watch! Good kids!!
12/10/201	2	3	3	0					It would be nice to have a reciprical agreement w/Lake County libraries when Sumter doesn't have a requested book. I love ordering on the computer!
12/10/201	3	3	3	0					I would like to see a DVD of Freestyle Swim Stroke instruction. You have breast stroke, back stroke and butterly, but no free style.
12/10/201	3	3	3	3	-	V			
12/10/201	2	3	3	3	Need to expand. More books.	V			` `
12/10/201	2	3	3	2		- 🗆			
12/10/201	1	3	3	1					

Date Revo	d	2 5	500	2 6	62	61/0	70	777	714	700	70	70ti	ier (Com	men	1	Size	Cle	Fur	Cor	8	Comment	Male	Fer	Unc	18-	25-39	40-	56+	Additional comment
	2777	eCP:IA	O T GETT	CTOMPULE	Adult	6 Попе	hild	Teen	Adult	Compute	70ther				-			Cleanlines	Furniture	Computers			le	Female	Inder 18		-39	-55	٢	
12/10/201	ı [][][][][V	Ē][][] [-					1	3	3	3] [V	With the addition of the new library at 466A/Wildwood perhaps there will
		-													• -															be more books available. The building on Belveder seems too small. Could you expand?
12/10/201	[][V	Ė]] [] [2	0	0	0		Needs larger building		✓	·] [•				V	
12/10/201	(][][][] [***************************************	*	and the second	1	3	2	2			V						V	
12/10/201	i [] [] [٠			2	2	2	2				✓] 🔽				V	Would like to see more current books and not have to wait so long once requested or reserved. Thank you!
12/10/201	-][][V] [-				3	3	3	3			V						✓	
12/10/201	[1] [<u> </u>						:	2	3	3	2				✓					V	The staff at The Villages Library are great - always pleasant and helpful - not one negative.
12/10/201	. [<u> </u>		7]] [[]	nerray e		-			1	3	3	1		I wsh it could be larger. I would like to see more computers		✓	· ·				V.	I am very pleased with this beautiful library and its wonders staff. The library gets crowded so I guess many
																									٠	٠				people feel the same way. Thank you Christine Bartoe PS I am grateful for the qualified friendly staff.
12/10/201	[][ם כ) <u>(</u>] [[] 🗀				`		-	2	3	3	3		I would ike to see my current books out but I don't want you to make		V] 🗸				✓	
12/10/201	[V] [J [] 🗆							2	3	2	2				V	V				V	
12/10/201		/][][][] [] [2	3.	2	2			\Box	V	V		V			
12/10/201	-][][V]] [1	2	2	0		Have my own computer		V] <u>~</u>				✓	
12/10/201	[][V	. [] [ΙĊ	ĪП							2	3	2	3			V					П	V	
12/10/201	[7][] 🗆	J] 🗌			,				2	2	2	2				V	V				V	
12/10/201	[][][/		Ĺ][Ė						3	3	3 -	3		3.		<u></u>	V				V	
12/10/201	[][]		er er senere da.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				2	3	3	2		* .		V	·				V	P. P. Paris and Common Code State Common Common Code (Code Common Code Code Code Code Code Code Code Code

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77Adult 77Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther 70cmpute	mment Size Scomment Size	56+ 40-55 25-39 18-24 Under 18 Female Male	itional comment
12/10/201		3 3 3 0		. ** · · ·
12/10/201		1 3 3 2		MOTORIUS (1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Total Surveys 78				
6. Please indicate which pr (Please check all that apply		we participated in during the p	east 12 months.	
Total #6 Children Programs E	Events 4	Percent Total Surveys 5%		
Total #6 Summer Reading Pro	ogram 2	Percent Total Surveys 3%		
Total #6 Teen Programs Even	its 1	Percent Total Surveys 1%		
Total #6 Computer Classes/W	orkshops 4	Percent Total Surveys 5%		
Total #6 Adult Programs Ever	nts 7	Percent Total Surveys 9%		
Total #6 None of These Progr	ams 62	Percent Total Surveys 79%		
Total #7 Teen Programs Ever Total #7 Adult Programs Ever Total #7 Computer Classes/V Total #7 Other 8. Please rate your satisfa	ents 10 Vorkshops 10	Percent Total Surveys 1% Percent Total Surveys 13% Percent Total Surveys 13% Percent Total Surveys 4% physical facility of this library:		
Average Size	1.97	3 Very Satisfied 2 Satisfied 1 Not Very	Satisfied	
Average Cleanliness	2.69	3 Very Satisfied 2 Satisfied 1 Not Very	Satisfied	. •
Average Furniture/Furnishin	ngs 2.44	3 Very Satisfied 2 Satisfied 1 Not Very	Satisfied	
Average Number of Compute	ers 1.68	3 Very Satisfied 2 Satisfied 1 Not Very	Satisfied	
Please tell us about yours	elf.		·	
Are you: Total Male	21	Percent Total Surveys 27%	• .	
Total Female	54	Percent Total Surveys 69%		
How old are you?			· · · · · · · · · · · · · · · · · · ·	
Total Under	18 0	Percent Total Surveys 0%		•
Total 18-24	0	Percent Total Surveys 0%		
Total 25-39	2	Percent Total Surveys 3%		•
Total 40-55	1	Percent Total Surveys 1%		
Total 56+	73	Percent Total Surveys 94%		

Wildwood Public Library 1-5

NoneofThes Socialize Socialize Socialize Socialize Socialize Socialize Socialize Socialize AdultDrogra TeenProgra LiseCompute Macazines Newspapers DVDs MusicCDs AudioBooks Books Books Books Jimonth Liweek 1-3/week	#3 #3 Comment	# 4 Comment # 4 No # 4 No # 4 No	t #5 # 5 Comment	
12/1/2010	3		3	

Total Surveys 1

1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	100%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	- 1		Percent Total Surveys	1009	%
Total Audio Books	0		Percent Total Surveys	0%	
Total Music CDs	. 0		Percent Total Surveys	0%	
Total DVDs	0		Percent Total Surveys	0%	
Total Newspapers	0		Percent Total Surveys	0%	
Total Magazines	0		Percent Total Surveys	0%	
Total Use Computer	1		Percent Total Surveys	1009	%
Total Attend Child Prog	rams	0	Percent Total Surv	veys	0%
Total Attend Teen Progr	ams	0	Percent Total Surv	eys	0%
Total Attend Adult Prog	rams	0	Percent Total Surv	eys	0%
Total Study or Work Sp	ace	0	Percent Total Surv	eys	0%
Total Socialize		0	Percent Total Surv	eys	0%
Total None of these		0	Percent Total Surv	eys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Wildwood Public Library 6-10

. I	70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Compute 6Compute 6Compute 6Child 6Child	ther Comment Size Computers Size Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
1	2/1/2010	3 3 3 3	

Total Surveys 1

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events 0 Percent Total Surveys 0% Total #6 Summer Reading Program 0 Percent Total Surveys 0% Total #6 Teen Programs Events 0 Percent Total Surveys 0% Total #6 Computer Classes/Workshops 0 Percent Total Surveys 0% Total #6 Adult Programs Events 0 Percent Total Surveys 0% Total #6 None of These Programs 1 Percent Total Surveys 100%			
Total #6 Teen Programs Events 0 Percent Total Surveys 0% Total #6 Computer Classes/Workshops 0 Percent Total Surveys 0% Total #6 Adult Programs Events 0 Percent Total Surveys 0%	Total #6 Children Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops 0 Percent Total Surveys 0% Total #6 Adult Programs Events 0 Percent Total Surveys 0%	Total #6 Summer Reading Program	. 0	Percent Total Surveys 0%
Total #6 Adult Programs Events 0 Percent Total Surveys 0%	Total #6 Teen Programs Events	0	Percent Total Surveys 0%
	Total #6 Computer Classes/Workshop	os 0	Percent Total Surveys 0%
Total #6 None of These Programs 1 Percent Total Surveys 100%	Total #6 Adult Programs Events	0	Percent Total Surveys 0%
	Total #6 None of These Programs	1	Percent Total Surveys 100%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	1	Percent Total Surveys	100%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys	100%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

```
Average Size33 Very Satisfied2 Satisfied1 Not Very SatisfiedAverage Cleanliness33 Very Satisfied2 Satisfied1 Not Very SatisfiedAverage Furniture/Furnishings33 Very Satisfied2 Satisfied1 Not Very SatisfiedAverage Number of Computers33 Very Satisfied2 Satisfied1 Not Very Satisfied
```

Please tell us about yourself.

Are you:	Total Male	1	Percent Total Surveys	100%
	Total Female	0	Percent Total Surveys	0% -

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	1	Percent Total Surveys 100%
Total 40-55	0	Percent Total Surveys 0%
Total 56±	0	Percent Total Surveys 0%

Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	# <i>7</i>	#8	#9	#10	#11	#12	Probation Comment
12/30/2010	5	5	5	. 5	5	5	5	5	5	5	5	5	
12/30/2010	5	5	5	5	5	5	. 5	5	5	- 5	5	5	
12/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	Mrs. Tharpe is an outstanding woman. She went above and beyond when it came to helping me.
12/30/2010	5	5	5	5	5	5	5	. 5	5	5	5	5	,
12/30/2010	5	5	5	5	5	5	5	. 5	5	5	5	5	
12/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	
12/30/2010	5	- 5	5	5	5	5	5	5	5	5	5	5	Mr. Story was a very good probation officer Good Man

Total Surveys 7		Rating
Average Question 1	5	5=Outstanding 4=Good
Average Question 2	5	3=Satisfactory 2=Improvement Needed
Average Question 3	5	1=Unsatisfactory
Average Question 4	5	Questions
Average Question 5	5	Probation staff treated me with respect and courtesy.
Average Question 6	5	2. The orientation session helped me to better understand what to expect of probation.
Average Question 7	' 5	3. My Probation Officer provided individual attention to my issues.4. Staff had a detailed understanding of the probation system.
Average Question 8	5	5. My first appointment was scheduled in a timely manner.6. Probation staff responded promptly to my questions, phone calls and other contacts.
Average Question 9	5	7. My Probation Officer answered my questions both clearly and professionally.8. Clear documentation was provided to me regarding the conditions of my probation.
Average Question 10	5	9. The life skills I learned were helpful to me to avoid future offenses.
Average Question 11	5	10. My Probation Officer spent sufficient time with me.11. The probation office is conveniently located.
Average Question 12	5	12. Rate your overall satisfaction with your experience regarding your probation.

December 2010 Survey Report For Facilities Maintenance Proper Cleanup after

			Response	Quality	completion of	-			
<u>Requestor</u>	Work Order#	Additional Comments	<u>Time</u>	of Work	work	<u>Professionalism</u>	Courtesy	<u>Date</u>	<u>Technician (if known)</u>
Hall, Mary Ann	03897		Excellent	Excellent	Excellent	Excellent	Excellent	12/16/2010	Freddie Fudge
Fitzpatrick, Annette	WRQ-03876	Thank you for the prompt service!	Excellent	Excellent	Not Applicable	Excellent	Excellent	12/13/2010	Robert Tharney
Fitzpatrick, Annette	WRQ-03868	I was not on-site for the repair so I don't know who did it, but I am impressed with the response time and the quality of the work. Our temporary worker commended the repairman for his courtesy, professionalism and clean up after repair. Great job!! Thanks! This task was completed to perfection.	Excellent	Excellent	Excellent	Excellent	Excellent	12/13/2010	Robert Rushing
Fitzpatrick, Annette Hall, Mary Ann	WRQ-03865 03856	Robert is a very pleasant individual and very meticulous in the execution of his work. I am pleased with the outcome. Thank you.	Excellent Excellent	Excellent Excellent	<u>.</u>	Excellent Excellent	Excellent Excellent	12/10/2010 12/2/2010	Robert Tharney Lamar Sowell
Fitzpatrick, Annette	WRQ-03836	All my requests are always met with excellent response time, the highest quality of workmanship, the utmost cleanliness, true blue professionalism and the most sincere courtesy. Kudos to the team!! Robert was able to fix the file cabinet on sight,	Excellent	Excellent	Excellent	Excellent	Excellent	12/1/2010	Robert Rushing
Nelson, Debbie	03792	he didn't have to take it away. Thanks Robert!	Excellent	Excellent	Excellent	Excellent	Excellent	12/1/2010	Robert Rushing